

SOLID WASTE works

winter 2007

Solid Waste Works is a quarterly employee newsletter published by the Miami-Dade County Department of Solid Waste Management

Welcome to Solid Waste Works

Who doesn't want a little something extra with their paychecks? The Miami-Dade County Department of Solid Waste Management (DSWM) has started 2007 with something extra for its employees. The Department is proud to introduce its new quarterly employee newsletter – Solid Waste Works.

Solid Waste Works was created with the nearly 1,000 employees of the DSWM in mind and will feature up-to-date information on Department initiatives, news, events, accomplishments and employee achievements. The newsletter will be distributed four times a year with payroll and will be available online at the Department's web page at www.miamidade.gov/dswm.

The DSWM is the largest government owned and operated waste collection and disposal system in the southeastern United States. "With so many employees spread throughout the County, staying connected can be a challenge," said DSWM Director Kathleen Woods-Richardson. "Many employees found the Department's previous newsletter to be a great way to stay current on Department news. I am very proud to introduce this new version of the newsletter to our staff."

Within this first quarter edition, you will find the details on the Director's strategic planning retreat held in November, a report on the fee increase approved by the Board of County Commissioners in October, news on a job well done by a Trash Division crew and proof of our staff's generosity to the community in toy drives and United Way support.

Look inside for news on upcoming activities including the home chemical collection event in April, read about employees who are retiring and keep an eye out to offer congratulations to new employees and employees who have been promoted.

With an emphasis on employee unity, future issues of Solid Waste Works will feature spotlights on job profiles within our various divisions. Department goals and employee benefits will be a focus of Solid Waste Works but the newsletter staff would like to hear from you.

DSWM is one of the most technologically advanced solid waste systems in the world and the staff works hard at *Delivering Excellence Every Day*. The introduction of Solid Waste Works is a sign that DSWM is restless in its quest for excellence. What do you think?

If you have a story that you would like to share or see in the pages of Solid Waste Works, contact Yvette Colbourne at 305-514-6716 or e-mail at yfc@miamidade.gov.

DID YOU KNOW?

♻️ A used aluminum can is recycled and back on the grocery shelf as a new can in as little as 60 days.

♻️ More than 50 percent of the aluminum cans produced are recycled.

♻️ Recycling one aluminum can saves enough energy to keep a 100-watt light bulb burning for almost four hours or to run your television for three hours.

♻️ Tossing away an aluminum can wastes as much energy as pouring out half of that can's volume of gasoline.

- Courtesy of
Earth 911

MESSAGE FROM THE DIRECTOR

Dear Staff,



I am excited to introduce Solid Waste Works to you, the employees who make our Department work so well! This first employee newsletter is where you will find information about the Department and your fellow employees. With nearly 1,000 employees in locations across the County, Solid Waste Works is designed to help keep us informed about important programs and activities underway at our Department.

Solid Waste Works is a great way to start off the new year, and I hope everyone is as excited as I am and as eager as I am to receive its upcoming issues.

From a management perspective, strategic planning for the new year took shape at a planning retreat held in November. The leadership of the Department met at our world class waste-to-energy facility in west Miami-Dade County. We detailed performance measures and objectives for the year. We left the retreat with a better understanding of how each of our divisions impact the Department, greater knowledge of our goals

and objectives, and an appreciation for how DSWM affects the County's strategic plan. We also adopted a new motto, "Step it up and get it done." I have asked management and staff to take this information back to all employees.

Inside this first issue of Solid Waste Works you will find the County's Mission, Vision and Core Values. Please take the time to learn these very important core values and make them part of your daily work ethic.

A special thanks to everyone that participated in the retreat and to all of you for working so hard at *Delivering Excellence Every Day!*

Kathleen Woods-Richardson
Director

DSWM Special HCC Event On April 21st



Spring-cleaning doesn't end at the curb thanks to the Miami-Dade County Department of Solid Waste Management's annual Home Chemical Collection event. On April 21st, one day before Earth Day, Miami-Dade County residents are encouraged to bring their home chemicals and electronics for safe disposal or recycling.

If your neighbors have oil-based paints, pool chemicals or herbicides stacked up in the garage, or they just don't know what to do with old VCRs, cellular phones or computer equipment, encourage them to bring the items to the Department's special event on April 21st. Each resident will receive a free gift for their disposal or recyclable item.

All products can be disposed of in their original container if the container is not damaged or leaking. Leaking products should be packed in a larger container with an absorbent material such as newspaper. Firearms, explosives, radioactive materials and infectious waste will not be accepted.

Any resident of Miami-Dade County can dispose of up to 50 pounds of chemicals free of charge at the following locations:

**Homestead Solid Waste
Division of Public Works**
548 SE 6th Avenue, Homestead, Florida
8:30 a.m. to 4:30 p.m.

**DSWM Permanent Home
Chemical Collection Centers**
8831 NW 58th Street
23707 SW 97th Avenue
9 a.m. to 5 p.m.



COLLECTING FOR A CAUSE

Employees of the DSWM are good at collecting, but this past holiday season the target was not trash, but toys. Employees showed their generosity for the children of our community by participating in two toy drives for underprivileged children. A toy drive coordinated by the County Manager's office for all Miami-Dade County departments is now in its 18th year. These toys are delivered each year to more than 1,500 children between the ages of three and twelve. In just four days, DSWM employees collected, wrapped and delivered toys in a superb display of generosity to the youth of the community.

The Department also participated in the AFL-CIO Community Service Toy Drive which provides gifts to the United Way for children



between the ages of one and 17 years.

Carla McMullen Clerk 4, Business Management and Public Affairs Division; Albertha Patterson, Executive Secretary, Deputy Director of Administration were responsible for collecting for these very worthwhile causes.

HAVING A GREAT VISION LEADS TO GREAT RESULTS

Why do more than 80 percent of Miami-Dade County residents rate garbage collection as good or very good? It may be because Department of Solid Waste Management employees work hard to live up to our County's Mission Statement of "delivering excellent public services that address our community's needs and enhance our quality of life." That is achieved by acting on the County's Vision Statement: *Delivering Excellence Every Day*.

As you continue *Delivering Excellence Every Day* think about our County's Value Statements. As Miami-Dade County Employees

we should all work everyday to follow these guiding principles:

- > Customer-focused and Customer-driven
- > Honest, Ethical and Fair to All
- > Accountable and Responsive to the Public
- > Diverse and Sensitive
- > Efficient and Effective
- > Committed to Development of Leadership in Public Service
- > Innovative
- > Valuing and Respectful of Each Other
- > Action-oriented

THANK YOU, THANK YOU, THANK YOU

In 2006 we set a goal for our Department to raise \$83,000 for our annual United Way campaign. I am pleased to report that the employees of the DSWM stepped up to the plate and hit a home run.

I couldn't have been more proud to learn that we exceeded our goal by collecting a total of \$85,536 to contribute to the United Way.

I appreciate the work that you do for this community through your generosity and kindness. Contributions to the community are just one of the many things that the employees of DSWM do for those in need.

The United Way committee members: Magaly Albert, Elouise Bell, Sharon Bradley,

Alice Clare, Demetrise Cummings, Nawa Fung-Lyew, Michelle Jackson, Margaret Lee, Robert Menge, Marie Mobley, Marta Ortega, Albertha Patterson, Karen Tillman, Jerry Williams and Lemuel Wims set the pace for our donation drive this year and it couldn't have worked out any better.

With strong efforts like this, we can continue to deliver excellent service to the members of our community and improve the world around us.

Thank you,
Kathleen Woods-Richardson
Director

CONGRATULATIONS

THE CONGRATULATIONS CORNER IS WHERE YOU WILL FIND NEWS ON DSWM EMPLOYEES WHO HAVE WON AWARDS, EARNED PROMOTIONS, RECENTLY JOINED THE DEPARTMENT OR ARE RETIRING FROM SERVICE.



Alina Tejeda-Hudak, County Manager's Office with; award winner Emilio Orbis, DSWM; award winner Carlos Fernandez, DSWM; Donald Allen, ERD; Vicente Castro, DSWM; and Robert Menge, DSWM at the special awards ceremony. Not pictured is award winner Esteban Acosta, DSWM.

Three Department staff members received a special award from the County's Employee Suggestion Program (ESP) for a suggestion titled "Attach Rubber Flaps with Hinges to Wall at Trash and Recycling Center." Esteban Acosta, Carlos Fernandez and Emilio Orbis were acknowledged at a special awards ceremony. You can be the next winner. For more information, contact Robert Menge, DSWM ESP Coordinator at (305) 514-6787.

New Fee Allows For Improved Solid Waste Services

The Miami-Dade County Board of County Commissioners recently approved a \$40 increase to the household collection fee for our customers.

This increase is a rare change in charges to DSWM customers. Previously, the household collection fee had been increased just twice in more than 15 years. In fact, the fee was reduced by \$50 in 1996.

The increase will allow the Department to provide its customers with enhancements including: improvements to bulky waste collection, the expanded implementation of the automated garbage collection service, enhanced litter pick-up efforts as well as illegal dumping enforcement and the continuation of curbside recycling.

"Preparing the DSWM annual budget is no easy task, but the Fiscal Management Section lead by Deborah Silver, Senior Division Director, did an outstanding job in preparing the Department's Fiscal Year 2006-07 Resource Allocation Plan," said DSWM Director Kathleen Woods-Richardson. "The team worked numerous hours with input from all Divisions to develop an acceptable plan that addressed the Department's concerns."



Twenty-five DSWM staff members have been rewarded for their hard work on the job with a promotion. The following is a listing of the employees and their new positions:

Charles Holiday, *Director
Trash Division, North District*

Trash Truck Driver 2

Larry Jackson
Estime Paul

Trash Truck Driver 1

Nathan Adderly
Clarence Cade
Walter Collier
Vincent Finley
Bob E. Floyd
Deborah Franklin
Demetrius Gause
James Green
Clem Hamilton
James Harris
Jessie Jefferson III
Derrick Maddox
Brian McCoy
Eric Murray
Clement Temple
Antwane Thurston
Tyrone William

Waste Supervisor 2
Leon Longmire

Waste Truck Driver

Nathan Elps
Sylvia Gilbert
Dasha Johnson

Waste Equipment Operator
Payne Bivins

Welcome the following new members of the Department:

Lucinda Bryant,
*Office Support Spec. 2,
Garbage Division*
Bihua Chen,
*Accountant 3,
Accounting Division*
Marcus Jones,
*Welder,
Maintenance Division*
Mario Rodriguez,
*Maintenance Repairer,
Maintenance Division*

Finally, congratulations, best wishes and a heartfelt thank you for jobs well done to seven Department employees who have recently retired:

- Reginald Jones, Waste Enforcement Officer 1, Enforcement Division, 35 years
- Grant Richardson, Waste Collector, Garbage Division, 34 years
- Tullis White, Waste Truck Driver, Garbage Division, 33 years
- Henry Washington, Waste Supervisor 2, Garbage Division, 32 years
- Donald Hill, Administrative Officer 2, Accounting Division, 27 years
- Sandy Williams, Auto Equipment Operator 3, Lot Clearing, 14 years
- Francois Exil, Waste Attendant 1, Landfill Division, 6 years



CORNER

EMPLOYEE SPOTLIGHT

Trash Crew Delivered Excellent Service

The employees of the Department of Solid Waste Management excel at servicing the community year round.

In an e-mail sent to the County Manager's office a West Kendall resident explains how replacing an old fence and a fallen tree on the street wouldn't give the impression she had hoped to relatives visiting from England. With all the preparations we make during the season some things are out of our control, in her case a lightning bolt and a fallen tree.

A Trash Crew was able to put Ms. Garcia's mind at ease and her e-mail below explains her gratitude for two occasions of excellent service provided by everyone from the telephone operator to the removal crew. The Department congratulates Donald Smith, Anthony Green, Clarence Cade and Tony Vickers for a job well done. They are a great example of how DSWM employees are *Delivering Excellence Every Day*.

Sent: Friday, December 22, 2006 1:49 PM
To: County Manager (CMO)
Subject: A big thanks to the bulk trash removal crew!

Mr. Burgess, I would like to recognize the efforts of the bulk trash removal crew that serviced my house. The first time I requested their services to pick up the pieces of the old fence that was replaced earlier this year. When I called to place the order, the Dade County employee very politely explained that



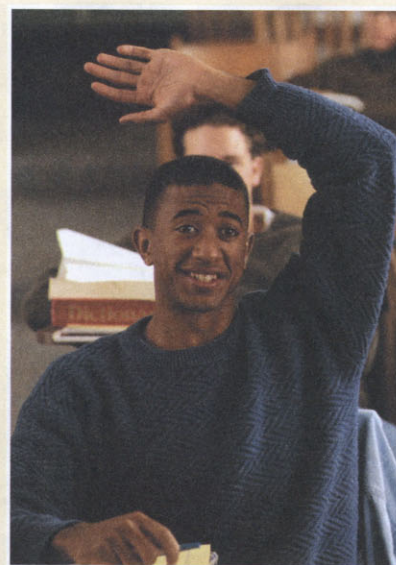
Donald Smith, Anthony Green, Clarence Cade and Tony Vickers delivered excellence for a west Kendall resident.

it normally takes about three weeks before they would service my house. It took them one week and the trash was gone.

About two weeks ago I called again because a tree on our street had been struck by lightning and had to be cut down and chopped into pieces. I was worried that the street [would] look so ugly, the holidays were coming and I was having relatives come and stay with us from England. I wanted our street to look festive, not trashy. When I called to place this latest order, once again I was told very politely that it would take about three weeks but that it would be done before the year end. Somehow, I had faith in the system and your employees did not let me down. A week later a gentleman knocked at my door and said that he was here to pick up the bulk trash. I wanted to give him a hug but I thanked him instead.

My relatives have arrived and have remarked how beautiful everything looks. Please express my gratitude for a job well done not once but twice. Kudos to all your employees that make this a great [County] to live in!

Lettie M. Garcia – West Kendall



LEARN WHERE YOU EARN

The Department of Solid Waste Management is proposing a GED Pilot Program through a partnership with the Employee Relations Department and Miami-Dade County Public Schools. This training will be personalized and individualized. We would like to hear from you. If you are interested in participating in this program, please contact the Human Resources Division at 305-514-6706.

MIAMI-DADE
COUNTY
Delivering Excellence Every Day



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District 3

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